

National Aeronautics and
Space Administration

George C. Marshall Space Flight Center
Marshall Space Flight Center, AL 35812



March 6, 2002

Reply to Attn of: QS40

TO: Distribution

FROM: QS40/Don Miller

SUBJECT: Minutes of the Marshall Management System Implementation Team Meeting

The Marshall Management System (MMS)/ISO 9000 Implementation Team held its regular team status meeting on Wednesday, March 6, 2002. The meeting began at 1:00 p.m. in Building 4200, Conference Room 409. The roster of attendees for the meeting is included as Enclosure 1. The agenda for the meeting is included as Enclosure 2.

Corrective Action Status (Jim Thomason/HEI):

There are currently seven open RCARs, with one in a late status, pending CAB closure. The status charts are included as Enclosure 3.

John McPherson/HEI presented the monthly Corrective Action System status. Customer feedback numbers in the Centerwide system are up. The charts are included as Enclosure 4.

NCR Status (Mary DeMurray/HEI):

The status of open NCRs was discussed. The Center Operations Directorate (AD) has some late NCRs. The new Organization Representative will be working with the Audit Manager to understand how to access the NCR system for input. There are three late NCRs pending closure by the Lead Auditor. Warren Woods/QS40 plans to perform the closures himself. There are two late NCRs due to Auditors who haven't performed follow-ups for verification of corrective action. Warren also plans to do these himself.

There was some discussion about the Auditors' and Lead Auditors' obligations after audits are performed. Axel Roth/DE01 requested the names and organizations of those who had not met their obligations.

Auditor Training Classes (Mary DeMurray/HEI):

The Lead Auditor class scheduled for the week of March 18 is full. The class size has been cut in half, to 10 people, in order to be able to fill the class. There are a few people on stand-by. The training will be conducted at the Ramada Inn in Madison.

The Internal Auditor class scheduled for March 18-20 still has a few openings. Organization Representatives should ensure that personnel who need the training take advantage of this opportunity, if possible. The training will be conducted on site in the basement of building 4200.

Axel Roth/DE01 requested that the training organization send reminders to those people who are signed up for the training classes. He also requested the names and organizations of any individuals who do not meet their training commitment.

MMS Action Items (Don Miller/QS40):

There are currently three open MMS team action items. The open action items are included as Enclosure 5.

ISO-0368: Mike McLean/CD40 provided the status. Customer satisfaction metrics have been defined in the draft MSFC FY02 Implementation Plan. The plan is in final printing before going to NASA Headquarters for approval. This action was closed.

ISO-0385: See ISO-0368 above. This action was held open, pending final approval of the plan.

ISO-0386: Mike McLean/CD40 provided the status. The purchase order has gone out for supplying contractor support to SLI for strategic planning. This action was closed.

ISO-0390: Organization Representatives have been working on posting the MSFC Values, Quality Policy, and Safety Policy in all conference rooms. Posters of the MSFC Values have been printed, but have not been framed.

ISO-0391: Don Miller/QS40 provided the status. There are two resident offices scheduled for audit by NQA during this calendar year. KSC is scheduled for May 24, and SSC is scheduled for August 1. A chart of the resident offices and their staffing was provided. The chart is included as Enclosure 6. Tom Dollman/SD40 added a one-person resident office at Stanford in Palo Alto, that was not on the list. It was recommended that MSFC personnel travel to the resident offices, with priority on those that are already scheduled for audit, to conduct training and audits. Most of this travel should be achievable by filling a vacant seat when the NASA plane is already scheduled.

MQC Action Items (Don Miller/QS40):

There are currently two open MQC action items. Both of these were reviewed. The open MQC action items are included as Enclosure 7.

MQC-0049: This item is being worked by Pat McDuffee/VS10 and Neil Rainwater/VS10. The stop-light criteria that was initially defined has not been used uniformly by the projects. In addition, there has been an ongoing effort at an Agency level to define the criteria for consistent use across all projects in the Agency. The status of the stop-light chart colors will be provided for the next MQC meeting.

MQC-0050: Reference MMS team action ISO-0390, above.

Next NQA Audit (Don Miller/QS40):

The NQA audit has been rescheduled to reduce the number of audit days. The audit is now scheduled for May 30-31. Rick Giguere will be the Lead Auditor. Judge Lunt will also be an Auditor. The two-man audit will be completed in a day and a half.

Next MQC Meeting – March 26 (Don Miller/QS40):

The next MQC meeting will take place on Tuesday, March 26, 8:30-10:30 a.m. in Bldg. 4200/P110.

One candidate for a continual improvement success story was submitted by the CaER organization, related to implementation of the NASA Stars system.

To date, there has not been any submission for a customer satisfaction success story. John Pea/MP71 stated that they are working on something in the Shuttle group that they may be able to present. Tom Dollman/SD40 indicated that his organization may also be able to provide a candidate.

Three candidates for a success story on collaborative efforts with organizations outside of MSFC have been provided. The Science Directorate candidate related to the NSSTC, the Engineering Directorate candidate related to the Space Environments and Effects (SEE) project, and the last candidate related to the Automated Rendezvous and Capture project was submitted by CaER and ED. Axel Roth/DE01 will make the selection for presentation.

Summaries of the proposed candidates for presentation are included as Enclosure 8.

All charts for the MQC are due by Friday, March 15, to Don Miller/QS40, with a copy to Mary DeMurray/HEI. The dry run will be conducted during the next MMS meeting on Wednesday, March 20.

Michael McLean/CD40 informed the team that the Balance Scorecard website, which will provide a real-time score card for the Center's 182 metrics in the MSFC FY02 Implementation Plan, will be rolled out on March 18 during a Center staff meeting. Organization Representatives were asked to go back to their Directorates and start working on identification of the points of contact to update this system. The metrics are being loaded now, so we should be able to begin providing status as soon as the system is rolled out on the 18th. Updated information should be available for a demonstration of the system at the MQC on March 26.

There was some discussion about the criteria for the stop-light colors. At present, there are no definitions/guidance available. CD40 will address this issue.

Other:

Caroline Wang/CD30 stated that the draft proposal for the new Directives Master List format was reviewed by all the organization ISO representatives, and all the feedback was positive.

The next MMS meeting will be on Wednesday, March 20 at 1:00 p.m. in Bldg. 4200/409.

There were no other issues for record.

Mary DeMurray, for

Don Miller
ISO 9000 Coordinator

Enclosures:

1. Roster of Attendees
2. Meeting Agenda
3. RCAR Status Charts
4. CAS Monthly Status Charts
5. Open MMS Action Items
6. Open MQC Action Items

Distribution:
Team Members

ISO 9000 IMPLEMENTATION TEAM MEETING

²⁰²³
WEDNESDAY, FEBRUARY 8, 2002 LOCATION/ TIME: BLDG. 4200/409, 1:00 P.M.

MEETING ATTENDANCE: [Please Check (X) Your Name to Record Meeting Attendance.]

<u>NAME</u>	<u>ORGANIZATION</u>	<u>PHONE</u>	<u>FAX</u>
Center Operations Directorate			
_____ Jim Carter	AD01 (ALT)	544-6630	544-5893
_____ Linda Carpenter	AD02 (MEM) AFGE	544-8236	544-5867
_____ Dan Adams	AD10 (MEM)	544-1614	544-8259
_____ Allen Elliott	AD10 (ALT)	544-0662	
_____ Lucy Boger	AD21 (MEM)	544-0320	
<u>MSH</u> Mark Hyder	AD22 (MEM)	544-8821	
_____ Lana Cucarola	AD30 (MEM)	544-0096	544-8752
_____ Annette Tingle	AD30	544-4522	544-8752
_____ Amanda Rasco	AD33	544-4511	544-8752
<u>DW</u> Deborah Wills	AD33 (ALT)	544-4525	544-8610
_____ Lisa Adkins	AD40 (MEM)	544-7546	544-6570
_____ Dawn Cross Stanley	AD40	544-1835	
_____ Polly Edwards	AD50 (MEM)	544-4536	544-2101
_____ Brad Garland	AD50 (ALT)	544-4537	
Customer & Employee Relations Directorate			
<u>Pat</u> Pat Shultz	CD20 (ALT)	544-7559	544-4809
<u>C.W.</u> Caroline Wang	CD30 (MEM)	544-3887	544-6030
<u>mm</u> Michael McLean	CD40	544-0397	
Director's Office			
_____ Axel Roth	DE01	544-0451	544-xxxx
Engineering Directorate			
_____ Terry Roberts	ED16 (MEM)	544-3717	544-0900
<u>✓</u> Pat Layky	ED12 (ALT)	544-3481	544-3098
<u>X</u> Jim Lindsay	ED20 (MEM)	544-1301	544-0236
_____ Craig Garrison	ED27 (ALT)	544-7197	544-8838
_____ Wayne Gamwell	ED33 (MEM)	544-2592	544-5877
_____ Richard Lamb	ED37 (ALT)	544-1037	544-4307
<u>CAS</u> Herb Shivers	ED43 (MEM)	544-8903	544-9614
_____ Sonya Hutchinson	ED42 (ALT)	544-3312	544-5178
<u>MSA</u> Margaret Alexander	ED44 (ALT)	544-6964	
Flight Projects Directorate			
<u>JP</u> Jackie Steadman	FD10 (MEM)	544-1940	544-5590
_____ Jack Stokes	FD22 (MEM)	544-1764	544-5194
<u>Stm</u> Steve Meacham	FD30 (MEM)	544-0241	544-4393
_____ Bill Mordan	FD40 (MEM)	544-2011	
_____ Michael Nelson	FD41 (MEM)	544-2059	544-9353
Chief Counsel			
<u>✓</u> Jim Frees	LS01 (MEM)	544-0017	544-0258
_____ Abbie Johnson	LS01 (ALT)	544-0014	544-0258
Space Shuttle Projects Office			
_____ Jeff Spencer	MP21 (ALT)	544-7498	544-7713
<u>✓</u> John Pea	MP71 (MEM)	544-8437	544-5799

Equal Opportunity Office

<u>B.S.</u> Billie Swinford	OS01	(MEM)	544-0087	544-2411
Charles Scales	OS01	(ALT)	544-4927	544-2411

Procurement Office

<u>AW</u> Ray Woods	PS10	(MEM)	544-0384	544-3223
Jerry Williams	PS10	(ALT)	544-0295	544-4401
Jim Young	PS10		544-0362	544-3223

Safety and Mission Assurance

Amanda H. Goodson	QS01	(MEM)	544-0043	544-2053
Jim Ellis	QS01	(MEM)	544-0721	544-3893
<u>TJH</u> Terry Hamm	QS10	(MEM)	544-7402	544-3241
Mark Strickland	QS10	(ALT)	544-7432	544-4155
<u>DM</u> Don Miller	QS40	(MEM)	544-8361	544-4857
<u>KW</u> Kerry Warner	QS40	(MEM)	544-7350	544-4155
Warren Woods	QS40	(MEM)	544-2275	544-5685

Office of Financial Officer

Peggy Williamson	RS24	(ALT)	544-3357	544-5863
<u>SH</u> Sharal Huegele	RS30	(MEM)	544-7286	544-9055

Science Directorate

Tom Fleming	SD01	(ALT)	544-3962	544-5975
<u>JES</u> James Grisham	SD10	(MEM)	544-9607	544-8369
Robin Henderson	SD10	(ALT)	544-1738	544-8369
<u>PL</u> Lloyd Love	SD20	(MEM)	544-7702	544-2559
<u>CT</u> Roger Chassay	SD30	(MEM)	544-1969	544-5975
<u>TH</u> Clark Darty	SD40	(ALT)	544-2728	544-5892
<u>TD</u> Tom Dollman	SD40	(MEM)	544-6568	544-8500
Lucinda Murphy	SD40	(MEM)	544-7202	
Mike McCollough	SD50	(ALT)	544-4368	544-5800
<u>ER</u> Ed Reichmann	SD50	(MEM)	544-7603	544-5800
Tim Miller	SD60	(MEM)	922-5882	922-5823
Diane Samuelson	SD60	(ALT)	922-5832	922-5723
<u>T</u> Tommy L. Thompson	SD72	(MEM)	544-3489	544-2659
Roy Young	SD70	(ALT)	544-4965	544-2659
Wes Darbro	SD92	MESA	544-7742	544-2559

Space Transportation Directorate

James Wyckoff	TD03	(MEM)	544-7922	544-0300
Ed Reske	TD64	(ALT)	544-1753	544-1215
<u>HW</u> Gaines Watts	TD73	(MEM)	544-1455	
VANCE HOUSTON	TB30		544-0200	

2nd Generation Reusable Launch Vehicle Program Office

Charles Chesser	UP01	(MEM)	544-0107	544-2053
Bruce Morris	UP01	(ALT)	544-2237	544-5095
Nikhath Shahzad	UP		544-2496	

Systems Management Office

<u>LM</u> Bob McKemie	VS10	(MEM)	544-2266	544-5178
Neil Rainwater	VS10	(ALT)	544-8918	544-5178

Contractors					
<u>MFB</u> Mary DeMurray	HEI	(MEM)	544-1342	544-4470	
<u>JMP</u> John McPherson	HEI	(MEM)	544-7479	544-9257	
_____ Randy Reed	HEI	(MEM)	544-6056	544-4470	
_____ Jim Thomason	HEI	(MEM)	544-3303		
_____ Tom Wilson	HEI		544-7267		
_____ Jeff Robinson	SCSC	(MEM)	544-4589	544-8990	

[illegible]

MMS Implementation Team Meeting on 02/20/02 Agenda

- Issues that need attention - only reds and yellows for the following:
 - Corrective Action Status (Jim Thomason)
 - NCR's & Audit Status (Warren Woods or Kerry Warner)
- Team Action Items (MMS and MQC) (Don Miller)
- Audits of Resident Offices (Don Miller)
- Number of Delinquent Metrology (63 – oldest 09/01) (Mary DeMurray)
- AS9100 (Mary DeMurray)
- Next NQA Audit, May 29th – 30th, 2002 (Don Miller)
- Next MQC Meeting, 3/26/02, 8:30-10:30, 4200/P110 (Don Miller)
 - Need candidates of CI success story
 - Need candidates of CS success story
 - Need candidates of success story of a Collaborative efforts with organizations outside of MSFC
 - Need to start charts (Customer Satisfaction Metrics, Corrective Action, Audits, etc..)
- Other ?

Next Implementation Meeting, Wednesday, February 27, 2002 at 4200/409.

PAC OPEN RCAR ACTION TRACKING

February 20 2002

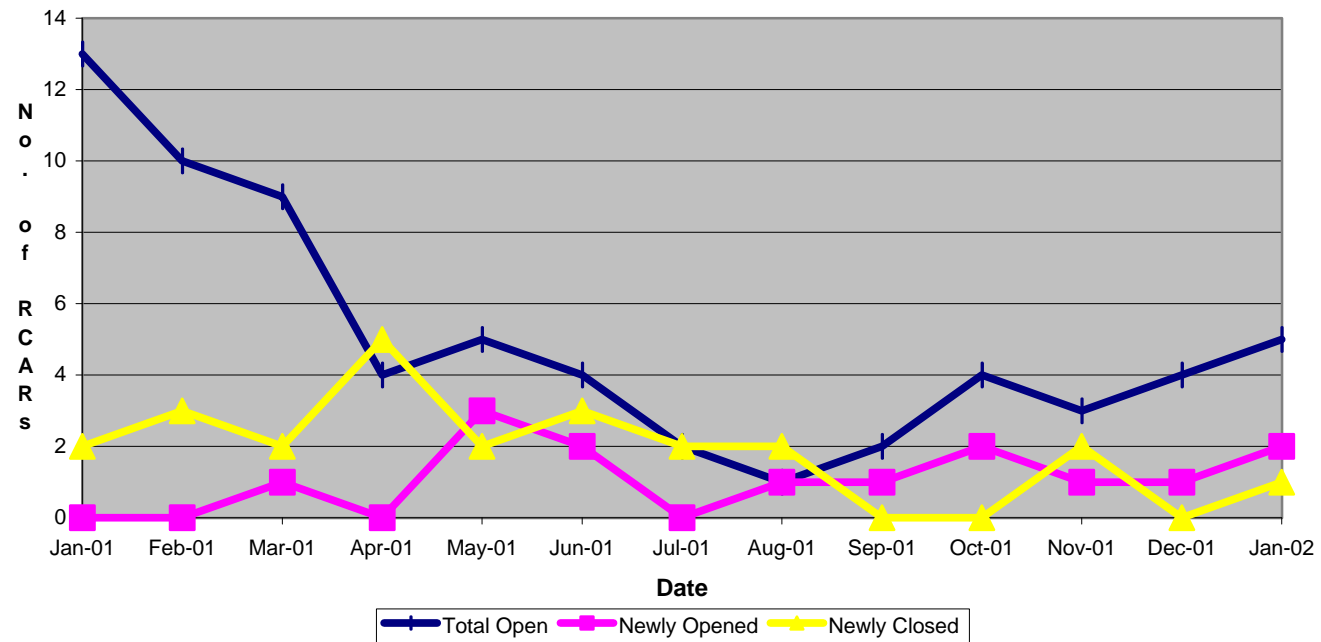
QA #	RCAR #	DR/QD /QC Init Date	PAC AE	Evaluated for RCAR	Project / Org	POC Name	POC Date Due	Latest POC Respsns	Last CAB Date	Last CAB Finding	Last Action	Next Action Required	Response Status
QSDN-131	177	10/11/01	Thoma son	10/18/01	ED10	jerry.hudgins@msfc.nasa.gov	11/01/01	10/18/01			02/12/02 Proposed Resolution received by PAC	02/26/02 Closure Rationale to CAB	GREEN to PAC
Problem Various discrepancies between 96m drawings, parts list, and parts serialization on PA Power Module Assembly. Rationale Under review in PAC MSFC-STD-555 will be changed to correct this problem Assigned to D. Szymczak for evaluation on changes to MSFC-STD-555													
DR7009	179	11/9/01	Thoma son	11/16/01	SD41 g-LIMIT	dean.alhorn@msfc.nasa.gov	12/16/01	11/21/01			02/15/02 Problem resolution assigned to Jeff Brown	03/01/02 Closure Rationale or extension request to PAC	GREEN to POC
Problem Assemblies did not receive X-Ray testing per the g-LIMIT EEE parts plan/engineering documentation. This common issue among last 3 major projects (ProSEDS, SUBSA, and g-LIMIT). Common source to address issue (from designers, Layout, EEE Parts, Procurement, QA, and Projects) being researched.The need for an extension to work the problem may take some time, MSFC-STD-555 may need to be revised.Assigned to D. Szymczak for evaluation on changes to MSFC-STD-555													
DR7010	180	11/30/01	Thoma son	12/7/01	MSG	jeff.bolling@msfc.nasa.gov	12/21/01				01/18/02 Rationale for Closure received by PAC	02/18/02 Resolution Approval by CAB	Green to CAB
Problem Collet nut torque value instructions are inadequate.													
DR7050, 7051, 7052	181	1/2/02	Thoma son	1/9/02	SD44, MSRR	Jim.Hester@msfc.nasa.gov	01/23/02				Re-assigned to Jerry Wright to work on 02/15/02	03/01/02 POC Rationale to PAC	GREEN to POC
DR7050, 7051, 7052 all are related to a manufacturing problem or build problem of the same nature from the same vendor.													
Vic Scheuplein is investigation the problem from QC10 aspect													

PAC OPEN RCAR ACTION TRACKING

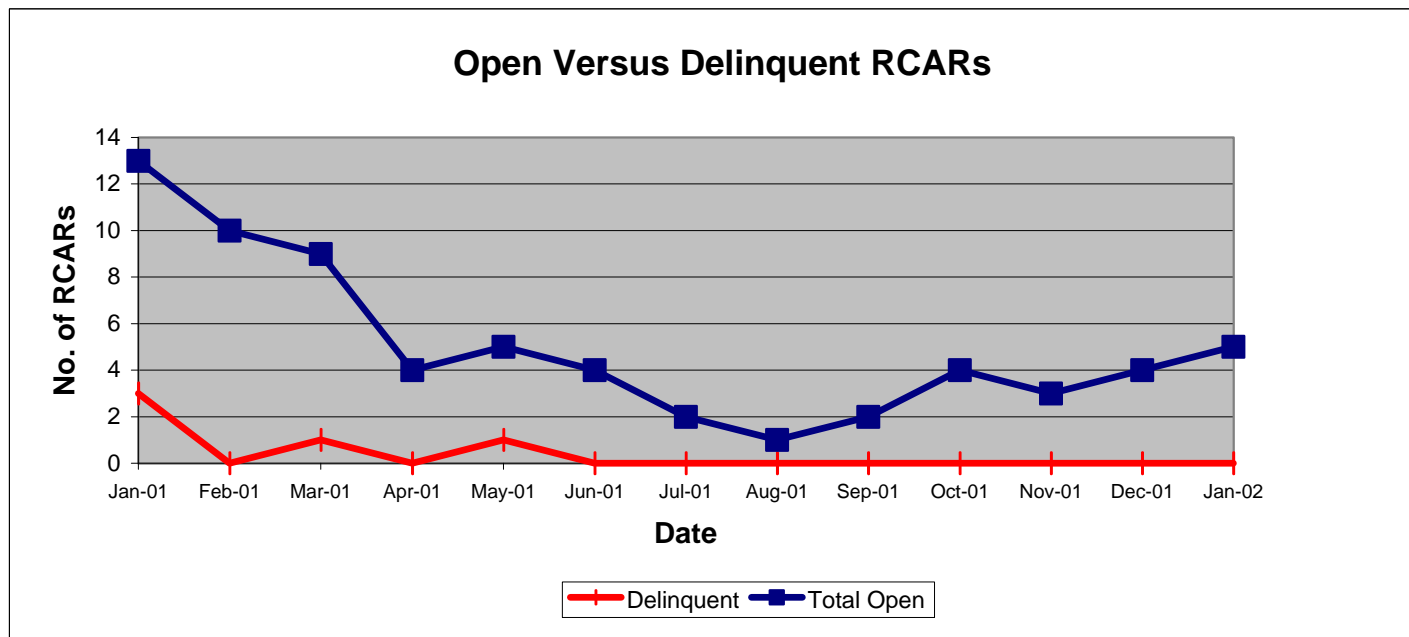
February 20 2002

QA #	RCAR #	DR/QD /QC Init Date	PAC AE	Evaluated for RCAR	Project / Org	POC Name	POC Date Due	Latest POC Respns	Last CAB Date	Last CAB Finding	Last Action	Next Action Required	Response Status
QSDN-133	182	1/24/02	Thomason	1/30/02	PS01	amanda.goodson@msfc.nasa.gov	02/13/02				02/06/02 Re-assigned to Amanda Goodson Amanda asked for extension	03/06/02 Closure Rationale or extension request to PAC	GREEN to POC
Problem		Different interpretations of MWI - 5113.1 (Credit Card Operating Procedures) on the purchasing of flight hardware under emergency conditions has caused the DELTA-L project to process a waiver for not conforming with MWI 5113.1. The MWI needs be updated to reflect purchasing guidelines that would be more reflective of what our Center and our customers require in order to make purchase of flight hardware in an orderly manner to meet the schedules of smaller in-house programs. Terry Hamm has been assigned by Amanda to work this problem.											
Number of Open RCARs 5													

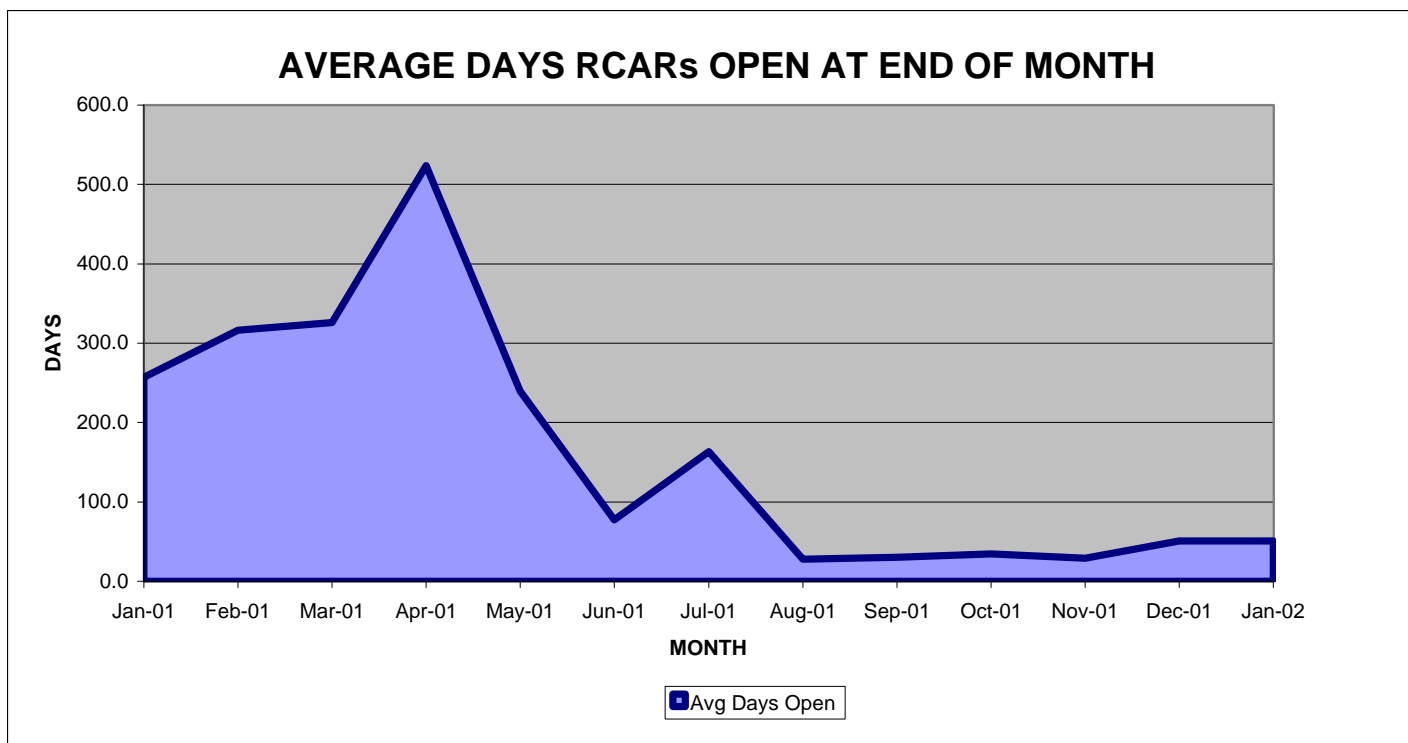
RCARs



Total Open RCARs:	13	10	9	4	5	4	2	1	2	4	3	4	5
Newly Opened RCARs:	0	0	1	0	3	2	0	1	1	2	1	1	2
Newly Closed RCARs:	2	3	2	5	2	3	2	2	0	0	2	0	1

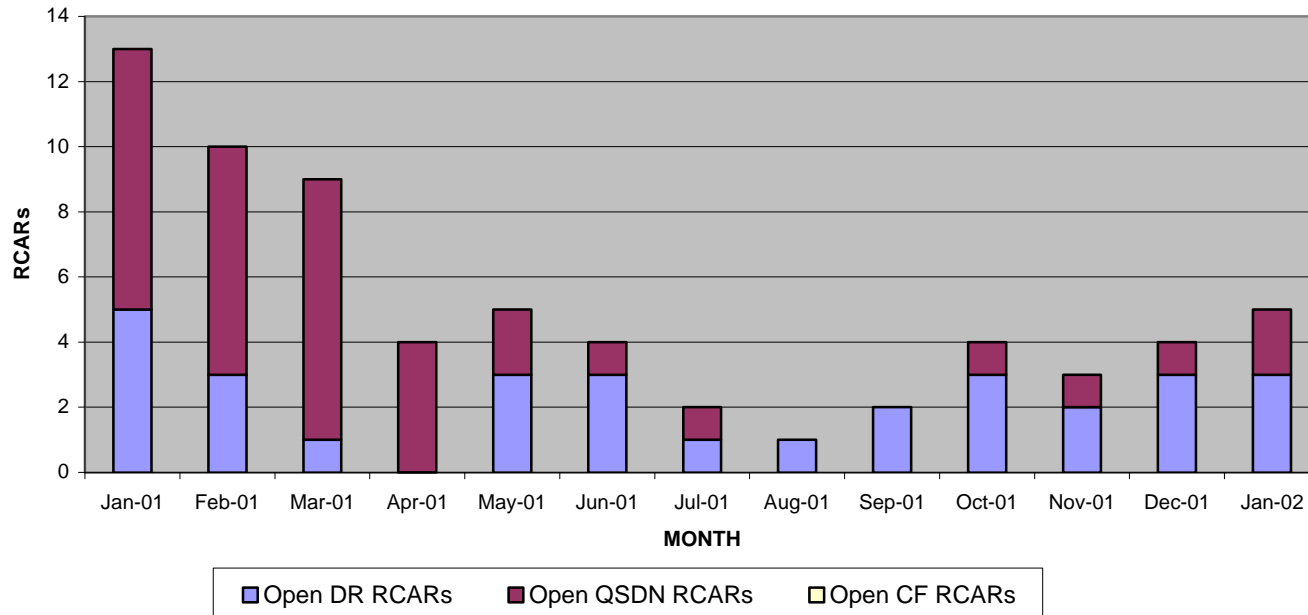


Delinquent Responses:	3	0	1	0	1	0	0	0	0	0	0	0	0
Total Open RCARs:	13	10	9	4	5	4	2	1	2	4	3	4	5
Percent Delinquent:	23%	0%	11%	0%	20%	0%	0%	0%	0%	0%	0%	0%	0%



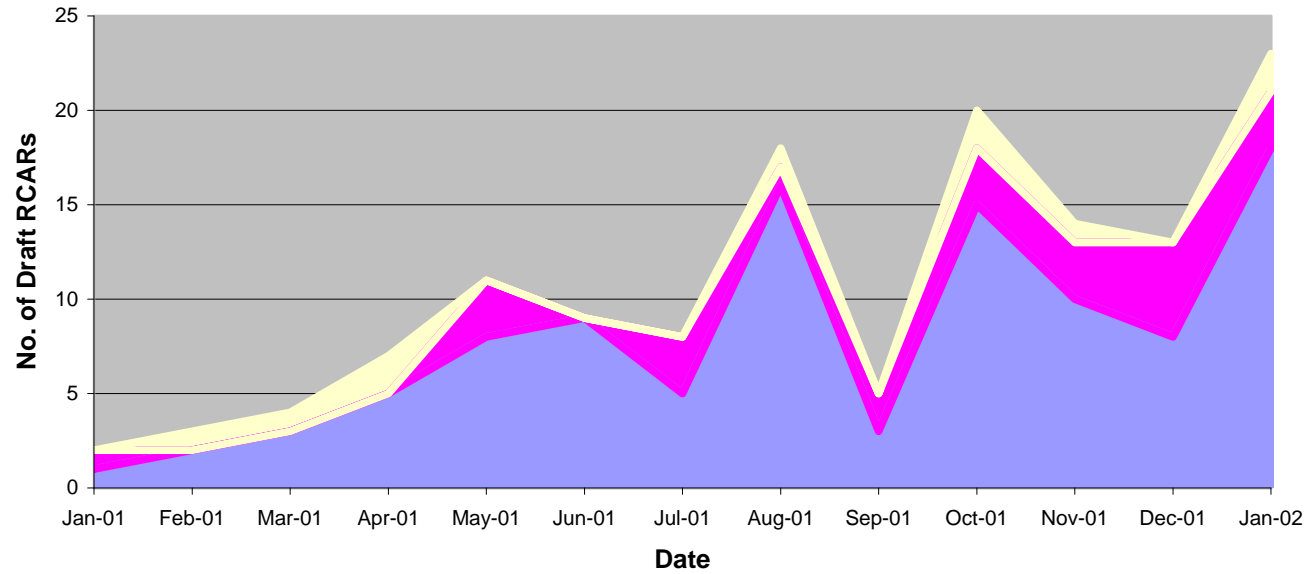
Average Days Open:	257	316	326	524	240	78	164	28	31	35	29	51	51
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OPEN RCARs AT END OF MONTH



Open DR RCARs:	5	3	1	0	3	3	1	1	2	3	2	3	3
Open QSDN RCARs:	8	7	8	4	2	1	1	0	0	1	1	1	2
Open Cust Fdbk RCARs	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Open RCARs:	13	10	9	4	5	4	2	1	2	4	3	4	5

DRAFT RCARs



New DRs:	1	2	3	5	8	9	5	16	3	15	10	8	18
New Cstmr Fdbks:	1	0	0	0	3	0	3	1	2	3	3	5	3
New QSDNs:	0	1	1	2	0	0	0	1	0	2	1	0	2
Total Draft RCARs:	2	3	4	7	11	9	8	18	5	20	14	13	23
New CANs:	0	0	0	0	0	0	0	0	0	0	0	0	0

MMS IMPLEMENTATION TEAM OPEN ACTION ITEMS

- | | |
|---|--|
| ISO-0368
o: 06-20-01
d: 10-10-01 | (O) Approve and document MSFC's customer satisfaction objectives and metrics.
(Due Date: 10-10-01; CD40 & MSFC Senior Management; S. Durham/CD40)
Per D. Cross (ED35), CD 40 said that the drafts wouldn't be approved by MSFC until Oct. 1. NASA HQ approval is due on Oct. 5. |
| ISO-0385
o: 07-25-01
d: 10-10-01 | (O) Monitor FY02 MSFC Implementation Plan.
(Due Date: 10/10/01; All Directorates/CD40)
(To make sure the plan includes ISO-related quality objectives, etc.) |
| ISO-0386
o: 07-25-01
d: 12-15-01 | (O) Monitor FY02 Strategic Plan for SLI.
(Due Date: 12/15/01; CD40)
(Per Note from D. Cross Stanley/ED35: The current scope for CD40 is to focus on the product line directorates with SLI having priority. If we need to add another action for the rest of the Center we can.) |
| ISO-0389
o: 10-31-01
d: 01-30-02 | (O) Provide options to the team to delete the "20 elements" numbering on the MIDL, but still provide a user-friendly way to identify/sort subjects.
(Due Date: 01/30/02; D. Miller/QS40) |
| ISO-0390
o: 01-09-02
d: 01-30-02 | (O) Organization Representatives are to ensure that the MSFC Values, Quality Policy, and Safety Policy are posted in a permanent manner in each of their Directorate conference rooms. Additionally, any obsolete posters/signs should be removed. Completion of this activity or requests for support should be provided to Don Miller/QS40 or Mary DeMurray/HEI.
(Due Date: 01/30/02; Organization Representatives) |

Open MQC Action Items

MQC-0049 (O) Define the stoplight colors used for the Executive Summaries and provide in the report at the next MQC meeting.
(Axel Roth, Due: Report at next MQC)

MQC-0050 **(O)** Post the Marshall Values, Quality Policy, and Safety Policy in frames in all Center conference rooms. (Susan Cloud, Amanda Goodson, Axel Roth, Due: TBD)